DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

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Program ID/Title: AGS-901/General Administrative Services

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I.   Goal

The goal of the General Administrative Services program is to provide efficient and
effective executive management of the department, internal management and fiscal
services, human resources management services, and to streamline and reengineer
work processes through computerization, networking and greater utilization of
Internet technology.

II.   Objectives and Policies

The major objectives of the General Administrative Services program are to enhance
program effectiveness and efficiency by formulating policies, allocating resources,
administering operations and personnel, and providing DAGS employees with
immediate access to information to support their job functions by supplying e-mail,
Internet, departmental knowledge database and computer application systems to
enhance their work experience and customer service.

III.   Action Plan with Timetable

The General Administrative Services program's action plan is to continue to provide
executive, administrative, personnel and information technology services as required
to meet the goals and objectives of the department.

A.   Past Year Accomplishment

1.   Administrative Services Office

a.   Continuously processed encumbrances and payments on a
timely basis to ensure the employees are paid on time and that
vendors are paid promptly.

b.   Maintained the system of accounts in accordance with the State
Accounting System.

c.   Coordinated, prepared, and submitted annual reports to the legislature.

d.   Compiled and submitted required departmental biennium budget documents for the fiscal biennium 2011 - 2013.

e.   Administered the purchasing card (pCard) program which now includes all eligible divisions, staff offices, district offices, and attached agencies. For FY 11, average monthly pCard purchase transactions represented 53% (or approximately 1,100 purchase transactions) of total purchase transactions.

f.   Coordinated and maintained the Hawaii Electronic Procurement System (HePS), an Internet based on-line procurement system, for the department's procurements of $15,000 to less than $100,000. Divisions and attached agencies which have recurring procurements between $15,000 and $100,000 have also been trained on the HePS.

g.   Coordinated and provided administrative support for the monthly meetings for the State Building Code Council that was created by Act 82, SLH 2007 on July 1, 2007, and attached to DAGS for administrative purposes

h.   Maintained the Procurement and Payment Handbook/Website which was developed in 2008. The purpose of this website is to provide departmental employees with a central website that would contain the instructions/procedures to guide them in procuring and paying approximately 80% of their transactions.

i.   Developed and maintained the Governor's Approval To Fill Vacant Positions DAGSNET website with the assistance of the Systems and Procedures Office.

2. Personnel Office

a.   Continuously processed personnel transactions on a timely basis to ensure that employees properly and promptly received compensation, benefits and other employment services; and to ensure that the human resources needs of all of the department's programs were met.

b.   Conducted 77 timely internal recruitments. Completed 71 position classification actions.

c.   Advised programs on grievances, contract interpretations, consultations with unions, investigations of employee incidents, disciplinary actions, substandard performance, safety issues, recruitment and selection, personal services contracts, and family leave.

d.   Advised and provided guidance to programs on their investigations; conducted three departmental investigations involving claims of ethnicity and sex discrimination, retaliation, safety violation, and employee misconduct.

e.   Completed inputting out-service and non-DHRD sponsored training attended by all DAGS employees, for the period 2003 to present, into the DAGS Employee Training Database. We now have complete and up-to-date historical records of all training attended by each DAGS employee in an in-house computer data base.

3.   Systems and Procedures Office

a.   Installed, configured and implemented video conferencing for the Hawaii and Kauai District Offices.

b.   Provided technical support to the Statewide Capital Improvement (CIP) System which was developed by the Hawaii Information Consortium (HIC).

c.   Designed, developed and implemented an online Professional Services Qualification Questionnaire Database to be entered and updated via the Internet by Consultants who want to bid for Public Works Division's jobs.

B.   Year 1

1.   Administrative Services Office - Provide continuous administrative support to the department by:

a.   The timely processing of encumbrances and payments to ensure the employees are paid on time and that vendors are paid promptly to avoid any late vendor payment interest

charges. Maintenance of a system of accounts in accordance with the prescribed State Accounting System.

b.   The coordination, preparation, and submission of annual reports to the Legislature.

c.   The preparation and coordination of departmental budgets for the Department of Budget and Finance and the Legislature.

d.   The administration of the pCard program for the department.

e.   The administration of the HePS program for the department.

f.   Update the Procurement and Payment Handbook/Website for DAGS staff.

g.   Review of all fiscal process to streamline manual procedures and automate manual procedures to gain staff efficiency.

2.   Personnel Office

a.   Continue to process personnel transactions on a timely basis to meet the needs of employees and programs.

b.   Ensure that the Department continues to comply with all State and Federal employment laws, rules, and regulations; and collective bargaining agreements in the most efficient and effective manner.

c.   Continue to actively participate in the State's civil service reform and other statewide program and policy development efforts to ensure that the department's human resource needs, concerns, and wants are addressed.

d.   Continue to develop new policies, programs, guidelines and training that meet the needs of departmental managers and employees, and helps improve relationships and operations both within and outside of the Department.

3. Systems and Procedures Office

   a. Move the Aloha Stadium Authority network connectivity from Hawaiian Telcom's frame relay lease agreement to the State's NGN network via Oceanic Cable's contract to provide access to the NGN for State agencies without recurring costs.

   b. Provide technical support to the PC energy savings program for the department. Will house the departmental PC energy usage control server that will monitor all the department's PCs.

   c. Design, develop and implement a web based Statewide Capital Improvement Project Funds Inquiry that will provide encumbrance and expenditure totals (either month-to-date or year-to-date) by department

   d. Provide technical support to the Public Works Division's request to consolidate from a multiple servers environment to a one server environment.

C. Year 2

   1. Administrative Services Office - Continuation of items a to g in Year 1.

   2. Personnel Office – Continuation of items a to d in Year 1.

   3. Systems and Procedures Office

      a. Convert the Work Order System from traditional green screen interactive computer application to Browser and Web-based computer application to provide accessibility beyond the department.

      b. Convert the BJ-2A Project Tracking and Project Priority Systems from interactive computer application to Browser and Web based computer application to provide accessibility beyond the department.

D. Year 5

   1. Administrative Services Office – Continuation of items a to g in Year 1.

2. Personnel Office – Continuation of items a to d in Year 1.

3. Systems and Procedures Office

    a. Redesign the Vacation and Sick Leave System to a Web based system and distribute to all of the DAGS divisions, staff and district offices, and attached agencies. This system will be user friendly with graphical user interfaces and browser based. Because it will have a central database, departmental reports can be easily generated for the Department of Human Resources Development or external organizations such as employee unions.

    b. Develop and implement a departmental cost control system that will utilize the office staff and open source software for this project. This system is intended for management to better monitor their expenditures.

    c. Design, configure and implement a departmental data warehouse that will hold data from all the various computer application systems pertaining to DAGS. Management will be able to extract data to support future plans or decisions. For example, management could query the data warehouse to find out the payroll costs to maintain the Kalanimoku Building on an ongoing basis.

IV. Performance Measures

A. Customer Satisfaction Measure – If there are suggestions and/or complaints, an annual written survey/evaluation for agencies affected by each office will be developed and distributed. The results will then be evaluated and any area of concern identified by the users will be addressed.

B. Program Standard Measure

1. Administrative Services Office – Monitor the number of days to internally process vendor payments to achieve the performance standard of seven working days, number and amount of instances of interest paid for late vendor payments as compared to other state departments, and timeliness and accuracy of budget submissions to the Department of Budget and Finance.

2. Personnel Office – Number of Request for Personnel Actions received and processed within a reasonable time period. Number and type of policies, programs, guidelines and training developed, implemented, and/or provided.

3. Systems and Procedures Office – Number of user requests completed by the desired completion date. Number of man-hours saved due to implementation or enhancement of computer system. Number of DAGS' users with e-mail and Internet access. Number of hits per month to the departmental intranet site.

C. Cost Effectiveness Measure

1. Administrative Services Office – Reduction of interest on late vendor payments. Continue to monitor funding requirements of DAGS' programs to ensure compliance with appropriation limits. Office expenditures not exceeding budget amount.

2. Personnel Office – Provide programs and services with little or no additional cost. Office expenditures not exceeding budget amount.

3. Systems and Procedures Office – Job assignments completed within projections. Greater utilization of electronic routing and filing of documents. Office expenditures not exceeding budget amount.